



1410 Rudakof Circle Anchorage, AK 99508  
Phone (907) 222-0844 Fax (907) 222-0845

**NEW CUSTOMER APPLICATION FOR: ADAK TELEPHONE, WINDY CITY BROADBAND, ADAK CABLEVISION AND WINDY CITY CELLULAR**

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_ Main Billing Phone Number or Account Number: \_\_\_\_\_

Legal/Account holder name: \_\_\_\_\_  
(Last) (First) (Middle Initial)

Account type:  Residential  Business  Equipment Rental – Please call Anchorage office  
For full details on rates and requirements

Physical Address/Location of Service: \_\_\_\_\_

Billing Address (Mailing Address): \_\_\_\_\_

Names of additional users: \_\_\_\_\_

**APPLICANT INFORMATION**

SSN # or Federal ID #:	Driver's License #:	State of Issue:	Date of Birth:
Employer Phone Number:		Employer Name & Address:	
Work Phone Number:		Cell Phone or Message Phone Number:	

**CO-APPLICANT INFORMATION**

SSN # or Federal ID #:	Driver's License #:	State of Issue:	Date of Birth:
Employer Phone Number:		Employer Name & Address:	
Work Phone Number:		Cell Phone or Message Phone Number:	

**SCHEDULING OPTIONS FOR AUTO-PAY**

1<sup>st</sup> of the month  15<sup>th</sup> of the month

**GO PAPERLESS! CHECK HERE FOR EBILL**

Installation charges are paid in full before initializing of service with the customer provided credit card. Auto-Pay is an option allowing the use of your credit card information for payment of monthly invoicing. Please pick the 1st or the 15th. All billing invoices are sent directly to email address provided on application.

**CUSTOMER PROPRIETARY NETWORK INFORMATION ACCESS VERIFICATION (CPNI)**

Password Must be at least 6 characters including numbers, should not include easily identifiable biographical information. <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Email Address:
What is your favorite Color?	What was your first car?

**Certification**

I certify that the above information is true, accurate, and complete to the best of my belief and knowledge, and is voluntarily submitted for the purpose of receiving service from AEE or its subsidiaries. Further, I certify that I have the authority to establish an account in the name/s shown above and that I take full financial responsibility for this account.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Co-Applicant Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**CALL ANCHORAGE OFFICE FOR COMPLETE LIST OF CALLING FEATURES**

**Directory**

<input type="checkbox"/> Listed	<input type="checkbox"/> Non-published \$1.50 (Not in Directory or with Operator)
<input type="checkbox"/> Business Directory Listing	<input type="checkbox"/> Non-Listed \$1.50 (Listed with Operator, Not in Directory)
<input type="checkbox"/> Black Dot by name (Indicates no solicitation calls)	
<input type="checkbox"/> Additional Listings	

**Custom Calling Features**

<input type="checkbox"/> Residential Voice Mail \$6.00	<input type="checkbox"/> Caller ID \$7.50	<input type="checkbox"/> Speed Calling 8 List \$3.25
<input type="checkbox"/> Business Voice Mail \$10.00	<input type="checkbox"/> 3-Way Calling \$3.25	<input type="checkbox"/> Last Number Redial \$4.00
<input type="checkbox"/> Call Forwarding \$3.25	<input type="checkbox"/> Remote Call Forwarding \$11.50	<input type="checkbox"/> Call Forward Busy Line \$2.25
	<input type="checkbox"/> Call Waiting \$3.25	<input type="checkbox"/> Call Forward Busy No Answer \$2.25

**Restricted Services**

<input type="checkbox"/> Directory Assistance Deny \$1.50 – per line	<input type="checkbox"/> 900 Toll Service Deny
<input type="checkbox"/> Toll Restriction \$2.50	<input type="checkbox"/> Toll Controller with PIN per line \$2.50

**\*\*LIFE LINE PROGRAM\*\* Call the Anchorage Office for details**

**\*\*\*Long Distance Provider is required or there will be a default to Toll Restriction at \$2.50 a month\*\*\***

In and Out of State	You MUST call the carrier to turn on long distance service!!!!				
<input type="checkbox"/>	<b>0288 AT&amp;T Alascom:</b> Business (1-800-955-9556) Residence: (1-800-252-7266)				
<input type="checkbox"/>	<b>0077 GCI Communication Corp.</b> Business: (1-800-800-7754) Residence: (1-800-800-4800)				
<input type="checkbox"/>	<b>Toll Restriction (\$2.50/Month)</b>				
Telephone		Price	Residential Fees (Deposit, Install & Work Order)	Business Fees (Deposit, Install & Work Order)	Package Choice Selection
Residential First Line		\$40.60	<b>\$220.00</b>	<b>\$220.00</b>	
Residential 2 <sup>nd</sup> Line		\$29.70	For all	For all	
Single Business Line		\$53.60	Telephone	Telephone	
Multi Business Line		\$53.60	Services	Services	
Business Data Line		\$28.60	Same Fees	Same Fees	
<b>Broadband Packages</b>			<b>\$225.00</b>	<b>\$225.00</b>	
Residential Ultimate Unlimited	Unlimited	\$350.00	Currently Unavailable	Limited Subscribers	
Residential Adak Stream 1M/1M	100GB	\$300.00	For All	For All	
Residential Basic 1M/1M	50GB	\$250.00	Broadband	Broadband	
Residential Essentials 512k/512k	15GB	\$200.00	Services	Services	
Residential Emergency Broadband	9GB	\$125.00	Same Fees	Same Fees	
Business Silver 512k/512k	7GB	\$280.00			
Business Gold 768k/768k	10GB	\$350.00			
Business Platinum 1M/1M	15GB	\$450.00			
<b>Cable Package</b>					
Local Basic HBO MAX	44 CH	\$230.00	<b>\$275.00</b>	<b>\$350.00</b>	
Set Top Box Rental	Monthly	\$30.00			
<b>Cellular Rental</b>					
1,000 Minutes		\$60.00	<b>\$25.00 Activation</b>		
Phone Rental	Monthly	\$50.00			
Add Texting	Monthly	\$30.00			

Prices Subject to Change, Taxes and Surcharges Apply. See State Tariff for additional features.

**PLEASE READ TERMS AND CONDITIONS FOR ALL SERVICES AND SIGN AT THE END**

**FOR CABLE:** A SET-TOP BOX will be provided by ACV for a fee. If either party terminated the relationship (you or ACV) before the activation date, or if the SET-TOP BOX and/or REMOTE is found damaged or faulty, you must return the SET-TOP BOX with all its original packaging to ACV within *24 hours after initial install*. Failure to do so will either result in a one-time equipment fee of \$344.00 for damage/loss of our equipment.

You are solely responsible for the care of the SET-TOP BOX. ACV and its employees, agents, contractors, and representatives shall have no liability whatsoever for any damages to, loss of, or destruction of any SET-TOP BOX, once it is in your care. You assume full responsibility for impacts to or loss of the SET-TOP BOX and REMOTE CONTROL. By signing below you agree to the terms in this SET-TOP BOX and REMOTE CONTROL Agreement, and have received the listed SET-TOP BOX and REMOTE CONTROL into your care. You acknowledge that both the SET-TOP BOX and REMOTE CONTROL issued above is in working condition after a ACV certified technician has completed your initial install.

**FOR BROADBAND:** Upon registration, you will receive a username, password, and account designation. You are solely responsible for use of the service. You must keep your password confidential so that no one else may access the services through your account. You must notify AEE immediately upon discovering any unauthorized use of your account. We will suspend your access or change your access to the Service immediately upon notification by you that your password has been lost, stolen or otherwise compromised. Unless you purchase a Static IP, you will be allocated a Dynamic IP address. AEE reserves the right to timeout inactive connections. Technical support may be limited to AEE broadband provided services, software and/or unmodified hardware. E-mail accounts exceeding 25MB (Res)/30MB (Bus) in size may be inactivated until you reduce the size of the mail being stored. Bandwidth usage in excess of your package limit per month is considered to be more than normal usage. **AEE will charge an additional \$.015 per MB for Residential plans and \$.05 per MB for Business plans over the allotted amount of downloading usage. AEE reserves the right to change limits at any time without prior notice.**

**Inappropriate content:** Users shall not use the AEE Network and services to transmit, distribute or store material that is inappropriate, as reasonably determined by AEE, or material that is indecent, obscene, pornographic (including child pornography), defamatory, libelous, threatening, abusive, hateful, or excessively violent.

**Copyright:** Material accessible through AEE Network and services may be subject to protection under privacy, publicity, or other personal rights and intellectual property rights, including but not limited to, copyrights and laws protecting patents, trademarks, trade secrets, or other proprietary information. Users shall not use the AEE Network and services in any manner that would infringe, dilute, misappropriate, or otherwise violate any such rights. If you use a domain name in connection with any of the AEE Network and services, you must not use that domain name in violation of the trademark, service mark, or other rights of any third party.

**Harmful content:** Users shall not use the AEE Network and services to transmit, distribute or store material that contains a virus, worm, Trojan horse, or other component harmful to the AEE Network and services, any other network or equipment or other Users. We make no representation or warranty that any software installed on your home computer or which may download from the Internet, any on-line service provider (other than us) does not contain any virus or other damaging or destructive attribute. If at any time your home equipment adversely affects AEE's network, AEE reserves the right to disconnect your connection until the problem is fixed.

**Fraudulent/Misleading content:** Users shall not use the AEE Network and services to transmit or distribute material containing fraudulent offers for goods or services, or any advertising or promotional materials that contain false, deceptive, or misleading statements, claims, or representations. In addition, Users are prohibited from submitting any false or inaccurate data in any order form, contract or online application, including the fraudulent use of credit cards.

**Suspension/Termination: Any User which AEE determines to have violated any element of the terms and conditions may be subject to a suspension or termination of services, and if AEE deems it necessary, immediate suspension or termination of such User's service without notice. AEE may take such further action as AEE determines to be appropriate under the circumstances to eliminate or preclude repeat violations, and AEE shall not be liable for any damages of any nature suffered by any customer, User or any third party resulting in whole or in part from AEE's exercise of its rights under this paragraph.**

**By continuing to receive Internet service from AEE, you are indicating your acceptance of these terms and conditions.**

**By signing/Submit this contract, you agree to all Terms and Conditions set forth with this application**

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_